

Item 5: Highlight of Top Alleged Violations

Rank #	Violation Description	Total Number of Violations	Percent of Total
1.	Parking: Existing spaces are non-compliant (e.g. excessive slopes/cross-slopes, improper dimensions, striping, etc.)	1,488	16%
2.	Access Within Public Facility: Access height. Heights of surfaces such as counters, bars, or tables are not compliant.	1,076	11%
3.	Parking: Van-accessible and/or loading zones are non-compliant or non-existent.	924	10%
4.	Path of Travel - Exterior: Vertical transitions (ramps and/or stairs) are not compliant (e.g., excessive slope/cross-slope; landings are non-compliant; lack of guardrails and/or wheel guard, etc.)	798	8%
5.	Path of Travel - Exterior: Routes to and from parking lot or public right-of-way are not accessible (e.g., non-compliant surfaces; excessive slope/cross-slope; lack of detectable warnings; not protected from traffic, etc.)	627	7%
6.	Parking: Designated accessible directional and/or parking signage is missing or non-compliant	613	6%
7.	Path of Travel-Interior: Path of travel is not accessible (e.g., noncompliant surfaces, excessive slope/cross-slope, etc.)	455	5%
8.	Path of Travel - Exterior: An obstacle is the accessible path of travel creates an access barrier.	429	5%
9.	Parking: Insufficient number of designated accessible spaces.	367	4%
10.	Path of Travel - Exterior: Accessible path of travel is too far away or segregated from the main public entry.	271	3%
Total:		7,048	74%

Complaints and Prelitigation Letters Received by Places of Public Accommodation (2017-2020)

Place of Public Accommodation Category	2020 Total	2020 Percent	2019 Total	2019 Percent	2018 Total	2018 Percent	2017 Total	2017 Percent
Sales or Rental Establishments	1,358	35.7%	1,261	35.0%	1,334	30.8%	1,453	38.0%
Establishments Serving Food or Drink	1,317	35.7%	1,180	32.7%	1,189	27.5%	727	19.0%
Service Establishments	602	16.3%	748	20.7%	1,030	23.9%	1,343	35.1%
Place of Lodging	294	8.0%	259	7.2%	661	15.4%	250	6.5%
Other ¹	23	0.6%	52	1.4%	4	0.1%	N/A	N/A
Multifunctional Categories (e.g., Cellular provider/store, Casinos, etc.)	0	0.0%	28	0.8%	N/A	N/A	N/A	N/A
Public Transportation Terminals, Depots, or Stations	7	0.2%	20	0.6%	28	0.7%	2	0.1%
Place of Exhibition or Entertainment	9	0.2%	17	0.5%	19	0.4%	12	0.3%
Places of Exercise or Recreation	2	0.1%	16	0.4%	26	0.6%	31	0.8%
Place of Recreation	6	0.2%	9	0.4%	12	0.3%	2	0.1%
An Office Building	31	0.8%	6	0.2%	N/A	N/A	N/A	N/A

Continued: Complaints and Prelitigation Letters Received by Places of Public Accommodation (2017-2020)

Place of Public Accommodation Category	2020 Total	2020 Percent	2019 Total	2019 Percent	2018 Total	2018 Percent	2017 Total	2017 Percent
Places of Education (Non-Title III)	4	0.1%	3	0.1%	3	0.1%	2	0.1%
Places of Education (Title II)	0	0.0%	3	0.1%	4	0.1%	N/A	N/A
Social Service Center Establishments	2	0.1%	1	0.0%	3	0.1%	1	0.0%
Place of Public Gathering	10	0.3%	1	0.0%	4	0.1%	1	0.0%
Place of Public Display or Collection	1	0.0%	1	0.0%	3	0.1%	2	0.1%
A Public Curb or Sidewalk	18	0.5%	1	0.0%	N/A	N/A	N/A	N/A
A Religious Facility	0	0.0%	0	0.0%	N/A	N/A	N/A	N/A
Total:	3685	100%	3,606	100%	4,320	100%	3,826	100%